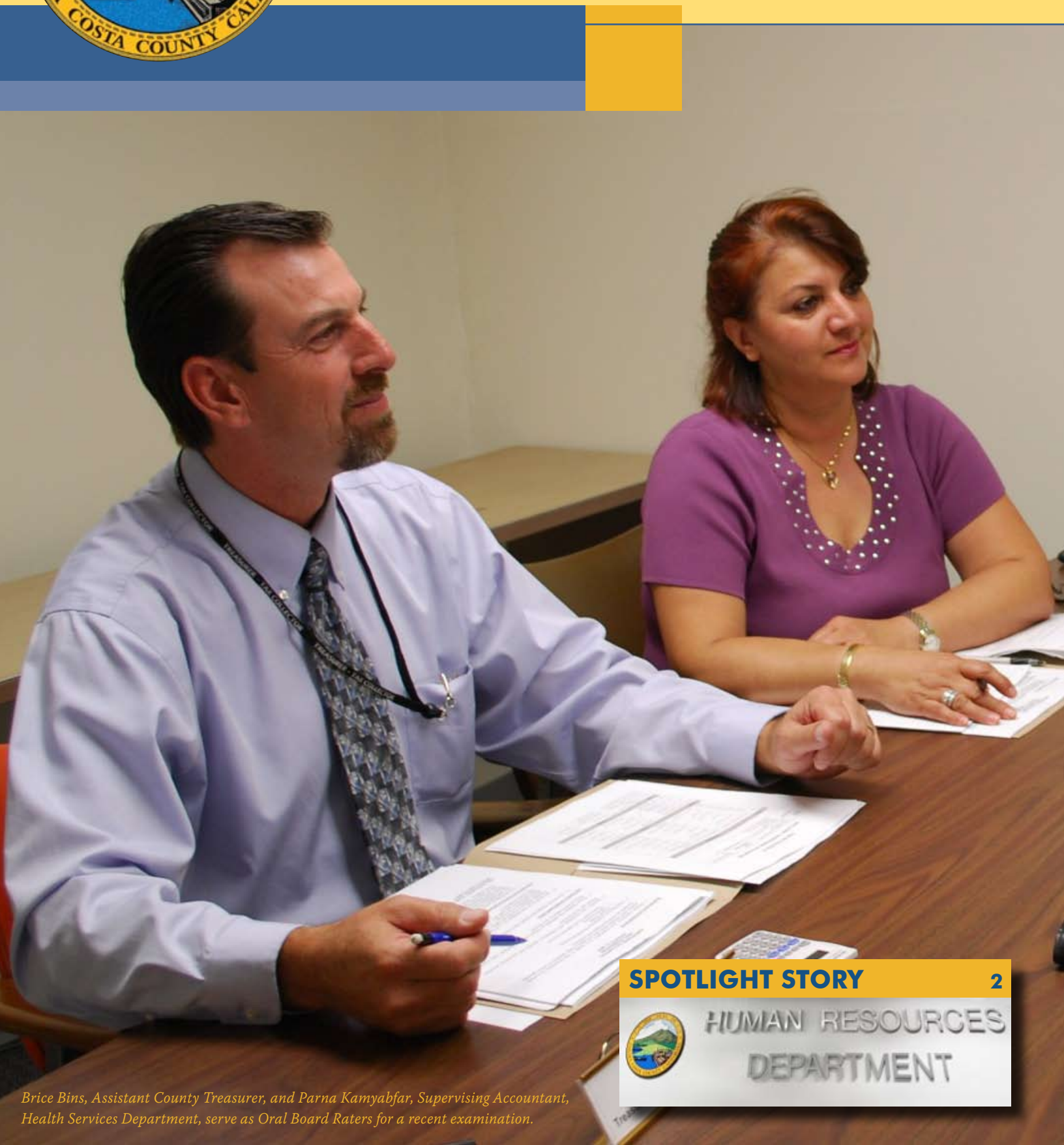




Fall 2009

COUNTY CLIPS

A Newsletter for Employees of Contra Costa County



SPOTLIGHT STORY

2



HUMAN RESOURCES
DEPARTMENT

Brice Bins, Assistant County Treasurer, and Parna Kamyabfar, Supervising Accountant, Health Services Department, serve as Oral Board Raters for a recent examination.

2009 – A Summer of Success



By Supervisor Bonilla

With Labor Day now behind us and fall rapidly approaching, the Employment and Human Services' successful 2009 Summer Youth Employment Program is coming to an end. The implementation of the

program has enabled nearly one thousand Contra Costa residents, ages 16-24 to gain invaluable experience and compensation working for companies, hospitals and other agencies in our community and the county.

6.2 million dollars from President Obama's American Recovery and Reinvestment Act (ARRA) funds were allocated to Contra Costa County for the establishment of an extensive employment program aimed to train, prepare, and place low income and high risk Contra Costa County youth in jobs. The County's Independent Living Skills Program has successfully prepared over 140 foster youth to be employed, many within our own County Departments. Stimulus funding allowed the Foster Youth Employment Program, known as Project YES, to expand exponentially and we are looking forward to even more opportunities to place foster youth in jobs in the coming year and summer.

Lola, a senior at Concord's Olympic High School, spent afternoons this summer working in my office, attending meetings and working on various projects with the staff. She recently told me, "Working in the county is hard. There is too much work to be done in the county in one day." Lola has seen an improvement in her writing and typing abilities. She will certainly use her experience and enhanced skills as she pursues a career in nursing.

With our financial and operational systems in place, we are already hard at work planning for a smooth transition into next summer's extension of the program, hoping to reach out to even more participants and to improve the hiring process. If you are working with Summer Youth Employment Program participants in your department, I'd like to thank you for sharing your time, knowledge, expertise and kindness to these determined and motivated youth who may someday return to be employees. Your investment in the lives of these young people is really indicative of the type of caring, dedicated employees with whom we are so fortunate to work.



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Recommendations Please

County Clips is your employee newsletter. Please send us your comments, questions & suggestions.

You can contact us at (925) 313-1180

or email us at cwamp@contracostatv.org.

Remember, County Clips can be viewed online at www.contracosta.ca.gov under County Clips.

SPOTLIGHT

on the

Human Resources Department

The Human Resources Department consists of a staff of 44 employees and is divided into four functional service units:

The Administrative Services Unit

The Labor Relations Services Unit

The Employee Benefits Services Unit and

The Personnel Services Unit.

The overall mission of the Human Resources Department is to develop, administer and maintain merit and exempt employment systems, which include employee relations, salary administration, pay equity, benefit and insurance programs, recruitment, test and referral procedures, job classification, employee and organizational development, and the employee assistance program.

The Labor Relations Service Unit's main responsibility is to administer the County's labor/management relations programs including working with the County's recognized employee organizations to manage the collective bargaining process, grievance investigation, as well as problem resolution.

After nearly a year of bargaining with our Coalition partners, we are pleased to report that Board of Supervisor's recently adopted Memorandums of Understanding with the following employee organizations:



Robbie White, Personnel Services Unit, provides information to a potential candidate about the open, promotional and continuous job opportunities available within the County.

- AFSCME, Locals 512 and 2700,
- Public Employees Union, Local One,
- Western Council of Engineers, and
- SEIU, Local 1021, Service Line Supervisors and Rank and File Employees.

We look forward to continued and/or upcoming negotiations with our other recognized employee organizations, particularly our newly formed Professional & Technical Engineers, Local 21, which represents over 800 County employees that were previously designated as unrepresented management.

In addition to contract negotiations, the Human Resources Department has been working very closely with all County Departments to review and verify seniority lists and layoff lists and has sponsored three workshops to assist laid-off or displaced employees. In addition, we have reinstated the Tactical Employment Team (TET) which also assists laid-off employees by matching laid-off employees with existing positions for which they are qualified. For further information on the TET program, visit the Human Resources Department website at www.cccounty.us/hr.



Spotlight continued on page 4

Glynis Hughes and Nicole Lewis-Bolton, Labor Relations Specialists, review changes to MOU language as a result of contract negotiations with the Coalition bargaining members

Spotlight Continued



Above: Roselynn Craig of the Employee Benefits Services Unit speaks with an employee about their Health Care Spending reimbursement request.

Our Employee Benefits Service Unit has also been busy the past several months and has been sponsoring Brown Bag Lunch Seminars on topics that are of particular importance at this time. During May and June, in conjunction with the Employee Assistance Program and Consumer Credit Counseling, they sponsored Brown Bag Lunchtime Seminars on "Taking Control of Your Finances". The seminars were held at five different County worksite locations and over 230 employees attended. The seminars were an overwhelming success and employees shared some very positive feedback.

"Thank you for presenting the workshop. I hope to implement some of these strategies."

"Speaker did a good job incorporating humor with knowledge. Very helpful information."

"Thank you for the motivation – I wish we had more than an hour."

"Very informative. I look forward to start using the tools given to me."

In conjunction with the Contra Costa County Child Care Council, Brown Bag Seminars are currently being held on "Helping Parents Put the Pieces Together" which focuses on child care/day care issues.

The Employee Benefits Unit and the Employee Assistance Program are working on scheduling seminars to be presented this Fall. Stay tuned for more information on dates and topics.

If you have questions on any benefit programs sponsored by the County, please contact the Employee Benefits Service Unit at (925) 335-1746. Remember: Open Enrollment is just around the corner. Be looking for your Annual Benefits Statement which should be mailed to your home by mid to late September.

In spite of the economic downturn, our Personnel Services Unit, which administers programs and policies to ensure that the County recruits and selects a highly skilled and diversified workforce, continues to receive requests from operating departments

to open examinations. While most of the exam requests we are seeing are for specialized or highly technical positions, we are receiving an extremely high number of applications that must be screened. We are also currently recruiting for several Department Head and Assistant Department Head positions, including Public Defender, County Counsel, Fire Chief, Chief Assistant County Administrator and Assistant Director of Human Resources. For additional information on open or promotional job opportunities within the County, please visit our website at www.cccounty.us/hr.

While the Human Resources Department has been through some challenging times during the past year, including staffing changes, layoffs, a new Director and the loss of an Assistant Director, we are committed

Spotlight continued on page 5



Stacia Wesley of the Employee Benefits Services Unit pulls a file so she can assist a Retiree with a question regarding their dental coverage.

Veterans Services Available

During federal fiscal year 08/09 Contra Costa County veterans, their dependents and survivors received more than \$93 million in monetary payments from the U.S. Department of Veterans Affairs (VA). Many of these veterans and family members have been assisted throughout the years by the Contra Costa County Veterans Service Office.

The role of the County Veterans Service Office, which was established in 1946, is to provide assistance to the men and women who served in the Armed Forces of America, their dependents and survivors, and the general public in obtaining benefits from the U. S. Department of Veterans Affairs (VA), Department of Defense (DOD), California Department of Veterans Affairs (CDVA) and other programs for veterans and their families.

The 6 member staff consisting of 3 Veterans Service Representative and two support personnel is led by Phillip A. Munley, our County Veterans Service Officer. In fiscal year (FY) 08/09 the staff conducted 5,567 interviews, answered 14,798 phone calls and filed 2,140

claims and appeals to the VA. As a direct result of our efforts by providing information about veteran's benefits and assistance with and guidance through the application process veterans and their dependents and survivors established their entitlement to new recurring monthly monetary benefits totaling more than \$5.3 million for FY 08/09. In addition 372 dependent children of veterans with service related disabilities saved more than \$1 million under the State of California College Tuition Fee Waiver.

If you, your family members or friends and acquaintances have questions about veteran's benefits you may contact the Contra Costa County Veterans Service Office at (925) 313-1481. The office is located at 10 Douglas Drive, Suite 100. It is open to the public on a first come first serve basis on Monday through Friday from 9 AM to 12PM and Monday through Thursday from 1PM to 4PM.



Spotlight continued from page 4



Sandra Wimberly of the Personnel Services Unit explains to a job seeker how to apply for a position and complete a supplemental questionnaire using our automated online applicant tracking system.

to providing our County customers and operating departments with quality and expedient service. We look forward to the coming year as we grow together to become a more dynamic, high functioning team of Human Resource professionals.

With this in mind, the department has also recently embraced a new doctrine and hope to embody the philosophy of this doctrine within the coming year.

Our new motto is:

HUMAN RESOURCES – We're About **PEOPLE**

Professionalism – We conduct ourselves with integrity. Treat others with courtesy and respect while maintaining a positive, professional image.

Expertise – We develop viable solutions using our extensive knowledge and experience.

Opportunity – As an employer of choice, we promote professional growth and career development in a supportive and diverse environment.

Partnership – We collaborate with our customers to foster a culture that embraces mutually supportive relationships.

Leadership – We provide innovative and progressive guidance in support of the County's Mission, Vision and Values.

Exceptional Value – We ensure a quality experience through professionalism, expertise, opportunity, partnership, and leadership, because –

We're About **PEOPLE**.

For additional information on the Human Resources Department, please stop by our offices at 651 Pine Street, 2nd, 3rd, or 5th Floors, Martinez, CA • (925) 335-1701.

Introducing the New Happily Married Couple:

Technology and the Board Agenda Process!

On behalf of the Board of Supervisors, the County Administrator's Office in February implemented a new automated Board Agenda system, with the goals of streamlining the laborious process of preparing and reviewing agenda items and the weekly Board agenda and meeting packet; increasing accountability in the review process; and making all of our limited resources go farther.

"I hope that County employees will find this new system to be more efficient. Increasing transparency and access will enable the County to be more responsive to constituents."
~ Chair of the Board of Supervisors, Susan Bonilla.

The new AgendaQuick system, developed by Destiny Software, Inc., and customized for County use, allows users to create and submit agenda items electronically, automatically routes agenda items through a defined review and approval process, compiles approved items into an agenda and packet, and publishes the agenda and packet on the County's website. The system uses text entered by users in order to assemble and produce Board Orders and Resolutions for action by the Board of Supervisors. Supporting documents can be attached to the agenda items and made available to County staff and the general public for review prior to the meeting. Staff can also run "mini agenda" reports that list only the items submitted by their department, eliminating the need to hunt through the agenda for department items.

"Considering that we have nearly 600 registered users across all County departments, the training and implementation went very smoothly. It takes only about two hours to be fully trained to use the system, so for a small investment of time, staff can access all of the excellent system features. As staff becomes acquainted with the system, enthusiasm for the system continues to grow and lots of ideas have been put forth for enhancing the system. It is gratifying to see staff embrace the new system." ~ Julie Enea, County Administrator's Office

In addition to streamlining agenda preparation, the new system also increases staff and public access to agenda materials. The system conveniently sends to people, on user-created distribution lists, an email that contains a link to the official minutes for an item, providing a record of the Board's final action.

Have you ever submitted an agenda item for a particular Board meeting and wondered why your item did not appear on the draft agenda? The new agenda system eliminates most mysteries! Users can check the status

of their items know where the item is at any moment without having to call from desk to desk to track down an errant item. Agenda System items are never lost.

"The instructions for the agenda system are really easy to follow, and the more I get used to the system, the more I like it. It's actually quite a lot easier to do appropriations adjustments this way than the old way. Also, I used to always have to remind people to put the CFDA number in board orders for federal grants, and they often forgot. Then the Auditor-Controller's office would have to call me. Now when the item comes to me for fiscal review I can just fill it in and send it on its way. It's great! And we can always check on the status of an item without having to call around and track it down." ~ Carolyn King, Library

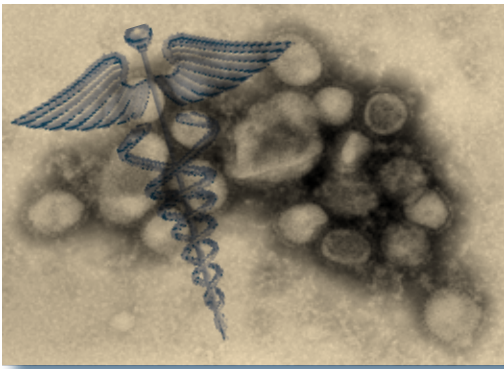
Since the items are created and reviewed electronically, they can be edited as they are reviewed without having to send them back and forth, promoting collaboration and speeding the development process. The system keeps an audit trail of changed text, who made the changes, and when changes were made.

"I just used the agenda system for the first time. I wanted to let you know that this is a HUGE improvement over the old way of doing business." ~ John Huie, Department of Information Technology

The electronic system has the potential for eliminating paper copies since all of the agenda documents are available on line. Staff and members of the public can print only those sections they need rather than the entire packet. Historical documents can be retrieved and re-used, reducing data input, saving time, and freeing up staff for other tasks. To access the agenda documents online, go to www.contracosta.ca.gov, select Board of Supervisors from the left column, then select Board Meeting Agendas and Videos, then click on the year you would like to view. The agendas, minutes and meeting videos from the February 3, 2009 meeting forward are available in an interactive format for staff and the public to access.

We're still in the honeymoon phase of getting better acquainted. The system and the process will continue to be improved as County staff gain familiarity with the features, but for now it has all the makings of wedded bliss!





Important to Protect Against both H1N1 and Seasonal Flu

It's fall and that means influenza season in Contra Costa County. Influenza, or the flu, is a virus that can cause illness and death. However, most people who get the flu recover within one week.

Last spring we saw a new virus, the H1N1 flu virus (formerly known as swine flu), that caused many people to become ill. Both seasonal flu and the H1N1 flu spread from person to person through coughing and sneezing. You can protect yourself from H1N1 flu the same way you protect yourself from seasonal flu.

To Help Stay Healthy:

- Wash your hands often.
- Avoid contact with sick people.
- Stay home from work and school if you are sick.
- Cover your coughs and sneezes.
- Get vaccinated: you will need to be vaccinated against both the seasonal flu and H1N1 and this may be at the same time, depending on the H1N1 vaccine availability.

If you get sick with flu-like symptoms—fever, runny nose, cough, sore throat, body aches and headache—contact your health care provider. People who don't have a health care provider can call the

H1N1 Debriefing Replaces Drill as Real Deal

Like many other health departments around California, Contra Costa Health Services (CCHS) put aside plans for a scheduled statewide pandemic flu drill last month to instead hold a partner debriefing on a real health emergency: the H1N1 (swine flu) outbreak. The debriefing was held June 18 and provided an opportunity to discuss with hospital and other partners what has gone well and what needs work in the ongoing H1N1

response, which is likely to continue for some time. CCHS received praise for many of its response activities and helpful feedback on how to improve. About 90 people attended, including representatives from many CCHS Divisions, such as the Regional Medical Center, Emergency Medical Services, Public Health, Contra Costa Health Plan, and Mental Health along with partners, including John Muir Health, Kaiser Permanente, Sutter Delta, San Ramon Regional, American Medical Response, several local skilled nursing facilities, Sheriff's Office of Emergency Services and Coroner's Division, Employment and Human Services Department, San Pablo Police, San Ramon Valley Fire Protection District, Contra Costa County Office of Education, American Red Cross and East Bay Municipal Utility District. The debrief will be followed up by additional meetings with partners to plan and coordinate ongoing H1N1 response activities in Contra Costa.

For more information on the debriefing, contact Kim Cox by email at kcox@hsd.cccounty.us or call 925-313-6648. For more info on H1N1, visit the CCHS website: www.cchealth.org/topics/swine_flu/



Public Health Laboratory Manager Melody Hung-Fan (left) participates in the H1N1 debrief.

Contra Costa Health Services' Advice Nurse Line at 1-877-661-6230. Only go to the emergency room if you have a medical emergency.

Children often get the flu at school, and then can bring it home to younger siblings or older relatives with weaker immune systems. Flu vaccine keeps children healthy and prevents them from spreading the flu.

Seasonal flu vaccine is recommended for almost everyone—especially pregnant women, those who are 50

years and older, children 6 months and older, and everyone who has a chronic illness, such as asthma or diabetes. Seasonal flu vaccine doesn't protect against H1N1 flu, but it does protect you from regular flu, which kills 36,000 people annually in the United States.

To find out where to get flu vaccine, call the Contra Costa Public Health Flu Hotline at 925-313-6469 or visit www.flucliniclocator.org. Seasonal flu and H1N1 flu information also is available at www.cchealth.org

Contra Costa County LIBRARY-A-GO-GO offers new service at El Cerrito Del Norte's BART Station

The Contra Costa County Library has expanded services and improved accessibility for West County residents by making its popular collection available through the installation of its third Library-a-Go-Go book lending machine. Beginning June 16, 2009, library books became available for check-out from the book lending machine, located in front of the El Cerrito del Norte BART station. Anyone with a Contra Costa County Library card can check out and return books.

"The response has been overwhelmingly positive," says Deputy County Librarian Cathy Sanford. "Customers at this location have really embraced the service and many have gone out of their way to let us know that they love their Library-a-Go-Go!"

The del Norte BART station was selected by the Contra Costa County Library as an installation site because it has the largest number of connecting transit agencies in the East Bay and provides transportation to and from many areas throughout West Contra Costa County. "The innovative technology of the Library-a-Go-Go machine provides us with the opportunity to offer reading materials to commuters at the busiest BART station in Contra Costa County and to provide North El Cerrito residents with more convenient access to library materials," said County Librarian Anne Cain.

The Library-a-Go-Go lending machine will offer approximately 400 books for children, teens and adults. "I am excited to have this partnership between our two agencies," said Supervisor John Gioia whose West County district includes El Cerrito. "The library kiosk brings the magic of books to residents. It will make it so much easier for residents to catch up on their recreational reading, or for parents to pick-up different children's books to read to their kids."

This program is sponsored by grants from the Bay Area Library & Information System and Baker & Taylor, Inc.



El Cerrito's Mayor pro tem, Janet Abelson, checks out the first book from Contra Costa County Library's third Library-a-Go-Go installation as County Supervisor John Gioia looks on. The book lending machine is the first of its kind in the U.S.



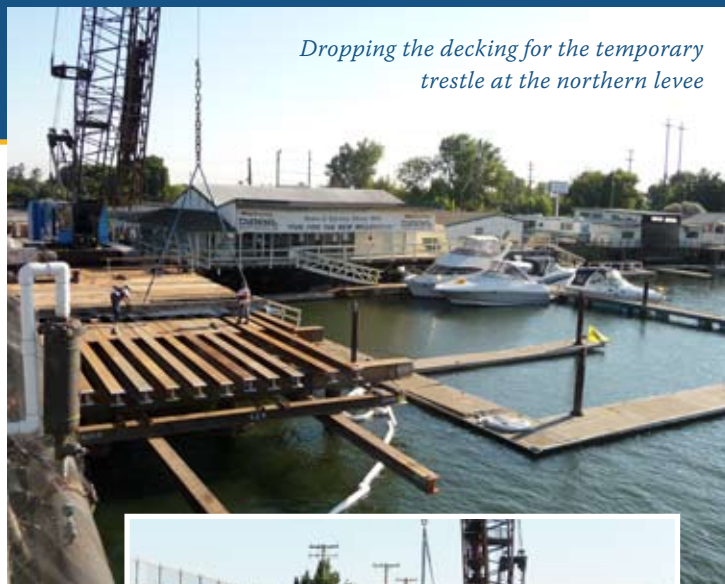
Contra Costa Television (CCTV) celebrates 15 years of operations by airing programming for National Preparedness Month, September, 2009. Watch "Get Ready, Get Healthy" on CCTV on Mondays at 7:30 p.m. and Thursdays at 10:30 a.m. "Get Ready, Get Healthy" provides the Contra Costa community with important emergency preparedness information, as well as other vital health information. Topics to be covered include Creating an Emergency Plan, Preparing Children for Disasters, Post Traumatic Stress Disorder and more. CCTV is aired on Comcast channel 27, Astound channel 32 and AT&T U-Verse channel 99.

Public Works Construction Projects

Despite the budget problems that are affecting us all, it's still a busy construction season this year at Public Works. In addition to a handful of smaller projects, the department has three large projects in construction that total \$19 million in public improvements.

New Pedestrian Overcrossing for the Iron Horse Trail at Treat Boulevard

This County Redevelopment Agency project was developed through a community design exercise beginning in 2002 which involved community input on the design of the new bridge. The project involves constructing a pedestrian bridge over Treat Boulevard near the Pleasant Hill/Contra Costa Centre BART station. This overcrossing will provide Iron Horse Trail users with a safe, convenient way to cross Treat Boulevard. The Iron Horse Trail is a former rail corridor that runs almost 25 miles from Concord to Pleasanton. It is frequently used by pedestrians and cyclists. At Contra Costa Centre, the Iron Horse Trail is near the eastern boundary of the Transit Village. The new overcrossing helps to maximize the use of alternative ways of commuting which is an important aspect of transit oriented development. This \$8.8 million project is being constructed by Robert A Brothman, Inc. and is funded by the County Redevelopment Agency, Measure C/J Funds, along with state and federal funds. Construction started in July and is expected to be completed in July 2010.



Dropping the decking for the temporary trestle at the northern levee



Crews working on the southern temporary trestle

be completed by early October. This \$2 million project was awarded to Ghilotti Construction Company, Inc. and is funded by federal economic stimulus funds authorized by the American Recovery and Reinvestment Act.

For questions regarding Public Works construction projects, please contact the Construction Division at 925-313-2320.

New Bethel Island Road Bridge

In June, construction started on the new Bethel Island Bridge. The new bridge will replace the existing 60 year old timber bridge on Bethel Island Road over Dutch Slough. The project involves construction of an 860 foot long reinforced concrete bridge, reconstruction of the approach roadways, construction of a new levee access roadway, sidewalks, the elimination of overhead utilities across the slough, and decorative bridge lighting. The project was awarded to C.C. Meyers, Inc. for \$10.2 million. Construction is expected to be completed in December 2010. Funding for this project is from Federal Highway Bridge Program funds and local road funds.

Vasco Road Overlay

A total of 6.3 miles of Vasco Road between the Alameda/Contra Costa County line and Camino Diablo will be repaved with rubberized hot mix asphalt pavement. The work will begin in mid-August and is expected to

HOLIDAY Food Drive

With summer drawing to a close, we begin to look forward to those end-of-year celebrations we all love so much... Halloween... Veterans' Day... Thanksgiving! And finally, the year-end extravaganza when we all party and hope that the coming year will be better, more productive, happier.

But wait! Don't forget the biggest celebration of all—the Holiday Food Fight, when we can all celebrate the fact that we are still employed and able to help others who may not be as fortunate this year. Yes, it's almost that time once again, when someone in your department takes on (voluntarily!) the seemingly endless—but not thankless—job of persuading you to give every last dime to feed the hungry in Contra Costa County.

We know this comes right on the tail of the Combined Charities Drive, and precedes all that last-minute holiday shopping that often feels more necessary than joyous. BUT—you can use the Holiday Food Fight to lift your spirits and make gift-giving super-easy, by making contributions to the Food Bank in the names of your friends and family members.

This has been a difficult year for the County, and that has of course affected each of you. You may even be finding yourself in need of some extra assistance these days. And at this point, we probably all know people who are struggling to hang onto their houses, or keep their kids fed and sheltered, or just keep reweaving the fraying ends of their finances.

So when someone starts singing some whacky song set to a bad '60s tune, or when you find baked goods luring you to the office breakroom, or see yet another email exhorting you to purchase raffle tickets—just give in and make your generous contribution to the Food Bank of Contra Costa and Solano. You'll be glad you did it, because it makes you feel good and it makes someone else a bit less hungry.

When the spirit does so move you, look for information on that email or flyer naming your department representative, or just call 925-335-1032 for information about where to send your check.

Home Energy Assistance Program

The Employment and Human Services Dept. - Community Services Bureau's Home Energy Assistance Program (HEAP) would like to offer you our services. If you are income eligible, you may utilize the program once each calendar year. Our payment process takes four to six weeks to post on your utility bill.

Here are some guidelines for eligibility:

The household gross income for the past 30 days is verified.

Your total energy bill must be \$400 or less. (The goal is for the HEAP payment to pay off your utility bill and bring the total balance to zero or leave a credit on your account.)

Applicants must be over 18 years old and provide U.S. residency.

We encourage the following to apply:

Households with children 5 years or younger.

Disabled seniors (60 years or older) living independently or with family members.

Households that did not use HEAP services for the past 2 years.

Low income families.

A shut off notice is not required to apply. We recommend contacting our office **before** receiving a 48hour notice. HEAP will communicate with PG&E and pledge your account for qualifying applicants that receive a 48hr notice.

We also provide FREE assistance with weatherizing your home or apartment. This is service is available to homeowners and renters.

Please view our locations and phone numbers at: <http://ehsd.org/comm/comm008.html>



Holiday Helper's Warehouse



EMPLOYMENT & HUMAN SERVICES

Many needy, disadvantaged, and underprivileged families facing the prospect of a bleak and difficult December holiday season were able to provide for their families through the dedication and efforts of our Holiday Helpers. With no state or Federal assistance available to support providing for holiday presents, our Holiday Helpers, provide a conduit to focus the desire, energy, and resources of local citizens and businesses to make a positive difference in their community and brighten the holidays for families and kids.

Holiday Helpers provide assistance to many needy, disadvantaged, and underprivileged families during the December holidays by mobilizing the resources of community volunteers, businesses, and organizations.

While our VESTIA staff "operate" the program, it could not be done without the active and enthusiastic support of nearly 400 community volunteers, generous donors, local businesses and community organizations.

For the 2008 holidays, we delivered food to Central-East county families and overall, increased the amount of food distributed from 2000lbs in 2007 to 4000lbs in 2008. The overall value of all the items distributed exceeded \$260,000, not including the value of the thousands of volunteer hours donated.

For more information about Holiday Helpers, contact Anne Struthers at 925-521-5062.

Increased Sheriff Patrols in North Richmond

At a press conference held at the Sheriff's Annex in North Richmond, Contra Costa County leaders announced new strategies for increased patrols to hopefully reduce crime in one of the county's highest crime areas.

As North Richmond residents request more police presence in these fiscally-challenging times, County Supervisor John Gioia's Office, working with various county departments including the Redevelopment Agency, Health Services, the Housing Authority and the Mitigation Fee Committee, was able to identify new funding of \$380,000 for two additional deputies.

Previously, a single, full-time Resident Deputy was assigned to North Richmond. That deputy assisted another beat deputy who patrolled the Rollingwood and East Richmond Heights beat. The new collaborative strategy will include redeployment of one Health Services Deputy, one Illegal Dumping Officer, one Resident Deputy, and introduction of three two-deputy patrol teams.

"The good people of North Richmond are 90% more likely to fall victim to violent crime than the residents of any other unincorporated area in Contra Costa County," said Sheriff Warren E. Rupf. "Collaboration and partnerships between agencies are needed to effectively increase law enforcement patrol in this community,"

California Highway Patrol Captain Don Morrell explained, "The Oakland CHP Division has specific officers assigned to patrol the North Richmond area. Our goal is to work closely with the Sheriff's Office. With a collaborative effort between county and state, we can accomplish this goal to continually improve public safety."

North Richmond Municipal Advisory Committee (MAC) member and long-time resident, Willie Payne says, "We can always spot a Sheriff's car someplace and that is very reassuring. They are our protection."

Contra Costa County Sheriff Warren Rupf and Supervisor John Gioia acknowledged Bay Station Lieutenant Ron Bradley for carrying the heavy load of policing the one-square mile, unincorporated community of North Richmond and for generating the redeployment plan of deputies who patrol the neighborhood with a population of less than 3,500 residents.

"Building stronger relationships between law enforcement and the community help solve crime. Everyone is safer when the streets are safe," explained Supervisor John Gioia, "Partnerships equal safer neighborhoods."



Supervisor John Gioia speaks at the press conference as (right to left) Sheriff Warren Rupf, North Richmond resident Willie Mae Payne, Deputy Sheriffs and Captain Don Morrell of the California Highway Patrol look on

Contra Costa Medical Reserve Corps Recruiting Volunteers

Contra Costa Health Services' Public Health and Emergency Medical Services divisions are recruiting members for a community volunteer health service corps, known as the Medical Reserve Corps (MRC). The MRC program is sponsored by the Office of the U.S. Surgeon General, and local MRC units are made up of individuals who volunteer to assist their communities in times of emergency or disaster. Volunteers will receive training to provide or assist with medical care at shelters, mass vaccination and prophylactic medication dispensing sites, disaster first aid stations, and alternate care sites. MRC volunteers include trained health care professionals such as nurses, physicians, pharmacists, paramedics and EMTs, dentists, and veterinarians, as well as mental health professionals such as psychologists, social workers, family therapists, and psychiatric technicians. MRC also includes non-medical volunteers such as interpreters, chaplains, office workers, legal advisors, and other support staff. No volunteer will be asked to perform services beyond their competency or comfort level.

For more information, visit www.cchealth.org or contact Barbara Center with EMS at 925-313-9558 or bcenter@hsd.cccounty.us



Social Networking Takes Hold in County

As use of social networking such as Facebook, My Space, Twitter and others, also known as web 2.0, explodes and demand for government services escalates, government agencies are grappling with which to use and how to maintain them with diminishing resources. Other than staff time, social media is free or low-cost, easy to use and allows access to a fast growing audience.

In response to H1N1 (swine flu), Contra Costa Health Services launched a Twitter account and a Facebook page to quickly provide important health information to the public. (See CCHS social media page for information: http://cchealth.org/topics/social_media/).

The library's Facebook page (<http://ccclib.org>) provides easy access to community library information, news releases and the latest information about library services and programs. The Community Warning System's Twitter account at (www.twitter.com/cococws) has information about shelter in place situations, missing persons and siren testing. Contra Costa Fire Protection District's Twitter account at (www.twitter.com/ContraCostaFire) has information about fires and other Fire Department news.

Easy, open communication and prompt, secure service for customers are the goals of DCSS director Linda Dippel, who several years ago launched email communication, credit card payments and direct deposit for customers ahead of other local child support agencies and the state. Dippel consistently challenges her staff to think, "How do our customers communicate?"

A statewide focus to establish early and consistent contact with parents to obtain fair child support orders that result in prompt on-going payments, prompted DCSS' exploration of web 2.0 options. DCSS wanted to answer commonly asked questions, welcome individuals to submit questions, and encourage direct contact with the department. After review, staff was polled on the methods of communication they use and whether they would like to participate in a Facebook work group. A group composed of staff and managers developed the components for the page and the process to post and monitor content. The page went live the end of July. To make it accessible to everyone without logging onto a personal account, a 'badge' was placed on DCSS' home page taking viewers directly to the page with just a click. Refinements are ongoing to offer and invite ideas for family activities and to make links to valuable resources such as the Family Law Facilitator, 211, and EASTBAY Works readily accessible.

In the next couple of months, there will be a graphic link on the home page of the County's website at www.contracosta.ca.gov that will take you to a page with Social Media links to all departments currently using Facebook, Twitter and/or blogs. These are just other valuable means that County staff is using to communicate news and program and service information to our citizens.

CCC Probation Department

Turns 100!!!!



The Probation Department celebrated its 100-Year Centennial Celebration on September 12, 2009 in San Ramon. The Probation Department was first recognized as a County Department in 1909 and a total of eight (8) County Probation Officers have served Contra Costa County. The present County Probation Officer, Lionel D. Chatman, began as a Probation Counselor in 1977 and became the Chief in September 2004. There are six County Probation Officers that came from within the Department. Chief Chatman is one of those six County Probation Officers. The Probation Department had no facilities for detaining or sheltering children, and in 1927, a small home for 12 children was constructed in Martinez on County Hospital grounds. Since that time, the Byron Boys' Ranch (Orin Allen Youth Rehabilitation Facility-OAYRF) was opened in 1960, and the new John A. Davis Juvenile Hall was completed in May 2005. The Probation Department also established successful programs such as the Weekend Work Program to provide the Juvenile Court with an alternative to custodial care; the Volunteers in Probation (VIP) program that has seen 100 active volunteers in field services; the Crisis Resolution Center for truant juveniles; the Home Supervision unit that provided intensive surveillance of juveniles just released from detention; the Youthful Offender Treatment Program who work to rehabilitate juveniles in a secured setting, just to name a few. Statistically in 2008, 5,385 juvenile referrals and 5,897 adult referrals were received for which Deputy Probation Officers were responsible for intake, investigations and supervision of juvenile offenders and adult defendants while Probation Counselors were responsible for the custodial care of the juvenile offenders.

The Probation Department wishes to thank all of its dedicated employees, the countless Probation volunteers and all other County department employees that have made the last 100 years a very rewarding journey.

Lionel D. Chatman, County Probation Officer



NEW EPA LEAD-BASED PAINT RENOVATION, REPAIR AND PAINTING PROGRAM RULE

In general, the rule applies to any activity that disturbs paint in pre-1978 housing and child-occupied facilities, including:

Remodeling and repair/maintenance	Painting
Carpentry	Plumbing
Window replacement	Electrical work

In April 2008, the Environmental Protection Agency (EPA) released a new rule that impacts many contractors, maintenance personnel and property managers. The Lead Renovation, Repair and Painting Program Rule (RRP) is aimed at protecting against lead contamination caused by work on housing and child-occupied facilities such as schools and day-care centers built before 1978. The rule has two major components:

Pre-renovation education requirement (in effect now)

Contractors, property managers, and others who perform renovations for compensation are required to distribute a new pamphlet, *Renovate Right: Important Lead Hazard Information for Families, Child Care Providers and Schools*, before starting renovation work.

Training, certification, and work practice requirements (effective April 22, 2010)

Firms are required to be certified, their employees must be trained in the use of lead-safe work practices, and lead-safe work practices must be followed.

Who must follow the 2008 Lead Rule's requirements?

In general, the rule applies to anyone who is paid to perform work that disturbs paint in housing and child-occupied facilities built before 1978, including:

Residential rental property owners/managers

General contractors

Special trade contractors, including painters, plumbers, carpenters, and electricians

What activities are subject to the 2008 Lead Rule's requirements?

What housing or activities are excluded and not subject to the 2008 Lead Rule?

Housing built in 1978 or later

Housing or components declared lead-free by a certified inspector or risk assessor

Minor repair and maintenance activities that disturb 6 square feet or less of paint per interior room or 20 square feet or less on the exterior of a home of building.

Window replacement and projects involving demolition or prohibited practices are NOT considered minor maintenance or repair.

Housing for elderly or disabled persons, unless children under age 6 reside or are expected to reside there, and zero-bedroom dwellings

How can a firm become certified?

Beginning in October 2009, firms may apply to the EPA for certification to perform renovations or dust sampling.

How can I become a certified renovator?

To become a certified renovator you must successfully complete an eight-hour initial renovator training course offered by an accredited training provider.

Where can I get copies of the Renovate Right pamphlet (EPA-747-K-99-001)?

- For single copies of the pamphlet in English or Spanish at no charge, call the National Lead Information Center at 1-800-424-LEAD.
- Multiple copies are available for a fee from the Government Printing Office at 202-512-1800.
- The pamphlet can be downloaded from the Internet at www.epa.gov/lead/pubs/brochure.htm.

The pamphlet may be photocopied for distribution as long as the text and graphics are readable.

Where can I get more information?

Visit www.epa.gov/lead/pubs/renovation.htm for information about the 2008 Lead Rule and links to useful publications including:

Renovate Right; Small Entity Compliance Guide to Renovate Right, a handbook for contractors, property managers and maintenance personnel; and

Contractors: Lead Safety During Renovation, a brochure with basic information about lead-safe work practices.

For other questions about lead sources around the home and lead poisoning prevention, call the Contra Costa Lead Poisoning Prevention Project at 1-866-FIX-LEAD or visit www.cchealth.org/topics/lead_poison.

CENSUS 2010 is Coming

The federally mandated census occurs every 10 years and the next one is scheduled for April 2010. The census aims to count every person living in the United States. Data collected from the census is then used to distribute Congressional seats to states, apportion more than \$400 billion in federal grants to tribal, state and local government, and help guide decisions at every level of government that will impact our communities – for example, where to put more schools, libraries, hospital, senior services, etc. With the economic challenges everyone is faced with today, there is so much at stake for us not to take the census seriously.

Contra Costa County is committed to making the census a top priority. We need to reach out to every resident in the county and send a very strong and loud message that each and everyone must be counted to make a difference. Special efforts will be made to reach out to the undercounted population, especially those that are linguistically isolated and living in low-income households. As part of our census efforts, a Complete Count Committee will be created which will have regional sub-committees made up of local and respected experts in the community – community agencies, faith-based organizations, business and city leaders, local school representatives, media – all working together collaboratively in the community to raise awareness of the importance of the census and achieving an accurate count. Our success will depend on building a strong partnership with our community; after all, the census is a communitywide effort. **Make a difference and help shape the future of our communities!** More information will follow in the weeks ahead. Please contact Kristine Solseng at (925) 313-4371 or email her at ksols@cd.co.contra-costa.ca.us.



Regional Medical Center News



New Division Heads at Regional Medical Center

Contra Costa Regional Medical Center (CCRMC) Chief Operations Officer **Anna Roth, MS, RN**, is the new CCRMC Chief Executive Officer responsible for inpatient services. Anna Roth takes over for Dr. Jeff Smith who left CCRMC for a new challenge as the County Executive of Santa Clara County. Anna has been with Contra Costa Health Services for 16 years, serving as Assistant Director of System Redesign and a prime mover for CCHS efforts as part of the Institute for Healthcare Improvement's (IHI) 100K Lives Campaign. Her leadership resulted in CCRMC being chosen as an IHI Mentor Hospital.



Anna Roth, MS, RN

Ambulatory Care Director **Dianne Dunn-Bowie, MS, BSN**, is now the Chief Executive Officer of Ambulatory Care in

charge of Health Center services. Dianne Dunn-Bowie has a broad range of experience including Neonatal Intensive Care Unit Pediatric Clinical Specialist, Assistant Professor of Nursing at Sacramento State University, Director of Medical Center Nursing and Associate Hospital and Health Plan Administrator with Kaiser, and a health consultant in Africa and Asia.



Dianne Dunn-Bowie, MS, BSN



Congratulations on a Job Well Done

Contra Costa Health Services' Mental Health Division has been approved for \$16.2 Million in Mental Health Services Act (MHSA) money to fund its Community Services and Supports (CSS) Plan. CSS is one of the components funded by the MHSA and combines an array of services – such as housing, health care, education and job training – tailored to meet an individual's needs to help that person transition to the road of recovery. In addition to enhancing the services offered, the funding will expand services and client capacity throughout the county.

Contra Costa Health Services' Mental Health Division is recommending \$3.9 million in new contract awards to implement 23 programs submitted by 20 community-based organizations. The programs will address Prevention and Early Intervention (PEI) service categories funded by the State Mental Health Services Act. The County received 68 proposals and conducted a two-week review to select the final recommended programs based on priorities previously established by local consumers and stakeholders. The list of recommended recipients and a description of each priority population are online at: www.cchealth.org/services/mental/health/prop63/pei_planning.php

Sue Underwood, former Animal Services Volunteer Program Coordinator, and now full-time volunteer, recently was awarded the very distinguished Jefferson Award.

The Jefferson Awards are a prestigious recognition system honoring community and public service. The Awards are presented on both the national and local levels and are considered to be the Nobel Prize for public service. There is a link to a short video of Sue "at work" and doing what she loves at <http://www.contracosta.ca.gov/CivicAlerts.aspx?AID=160>

Contra Costa Television (CCTV) and the Contra Costa County Sheriff's Department received a first place STAR Award from the States of California and Nevada Chapter of the National Association of Telecommunications Officers and Advisors (SCAN/NATOA) for the video production "Welcome Home Captain "Sully" Sullenberger." This video was a community event, in the Town of Danville, recognizing Captain Sullenberger's heroic landing of flight 1549 that crash landed into the Hudson River in New York. **CCTV** also won a third place STAR Award for its cable television video text bulletin board, County Net.

Contra Costa Regional Medical Center (CCRMC) received a \$231,412 grant from the California HealthCare Foundation to enhance palliative care. Palliative care focuses on quality of life for patients with serious or terminal illness and draws on the expertise of many disciplines to provide physical comfort, as well as social support. The grant-supported Palliative Care Service at CCRMC will focus on management of physical pain and distress, communication, social and psychosocial aspects, legal and ethical issues, hospice, grief and bereavement. The grant will also be used to provide interpreter services so that everyone can have equal access to palliative care.

The CCC Web Redesign Core Team (Departments of Information Technology, Conservation and Development (Building Inspection and Community Development), Public Works, Sheriff's and the County Administrator's Office (Office of Communications and Media)) received a 2009 Meritorious Award of Excellence in Internet Web Sites and Interactive Media for its new County website from the National Association of County Information Officers.

The Election Division's "Vote-by-Mail Rejection Reduction Program" has been selected by the Election Center (a National Election Administration program) to receive one of six best practices awards. The "Guardian Award" recognizes a practice that exemplifies Principles and Standards of Conduct. The County Clerk-Recorder presented this award winning paper on August 13 and 14 at the National Election Center Conference in San Diego.

Contra Costa's Rejection Reduction Program identified reasons mail ballots were not able to be counted (late or incorrectly signed were two primary reasons). The division then targeted voter education to reduce those errors. As a result, the number of ballots returned on time and correctly signed increased dramatically, maximizing voter participation in this important process.

